DELPROS PORTAL DASHBOARD – REGISTRATION AND FACILITY MANAGEMENT

Quick Reference Guide

October 2020

DELPROS User Registration

This DELPROS self help user guide will assist you in registering as a new user and navigation your DELPROS e-License Dashboard.

Search & Verify License

Look up public information on professional licenses and applicants.

GO

Apply/Manage a License and Service Requests

File a new license application, manage existing licenses, request license services or initiate service requests.

GO

File a Complaint

File a complaint against a Delaware person or business.

GO

1. Click the **GO** button.

DELPROS User Registration

This section illustrates how to create a new user account in DELPROS.

Choose the option below that applies to you:

1. If you are already a registered user in DELPROS, login to your e-License Dashboard and then proceed to Slide 8 to **Associate to an Existing Facility**.

2. If you are **not** a registered user in DELPROS proceed to Slide 4 to register as New User.

DELPROS User Registration

Complete the below steps to register as a new DELPROS user.

DELPROS User Registration

Complete the below steps to register as a new DELPROS user.

DELPROS User Registration

If the information you enter does not match any user profile in DELPROS, the system will prompt you to enter a new password to complete your registration.

READ ALL INSTRUCTIONS PRIOR TO ENTERING YOUR INFORMATION.

Enter the required information **as it appears on your license/application record (if applicable)** and click the Proceed button. Follow system prompts to complete your registration.

If you need to update the information provided, click the Edit button.

After updating the information, click the Proceed button.

NOTE: Effective 10/22/2020, the user registration process for DELPROS has changed and no longer requires a security code.

First Name
* John

Middle Name

Last Name
* Doe

Suffix
-None-

Social Security Number
999999999

☐ I don't have a Social Security Number

Date of Birth
* 01/01/1990

Email
* new.user@gmail.com

Phone
* 3029999999

EDIT

Enter your password information to register. The email address you provided above will be your DELPROS username and the email for all future correspondence from the Division.

4. Enter the password you would like to use.

* Password

* Confirm Password

5. Confirm your password by re-entering it.

Password must contain:
☐ More than 10 Characters
☐ 1 Uppercase Letter
☐ 1 Lowercase Letter
☐ 1 Number
☐ 1 Special Character (e.g. $%^@#)
Password must not contain:
☐ User's First and/or Last Name

Legal Information: Delaware public records law requires state agencies, boards, and commissions to disclose most documents and records, including electronic records. Therefore, information submitted through this web site may be subject to disclosure pursuant to a public records request unless the information is made confidential or otherwise exempted from disclosure pursuant to state or federal law. Please be aware that for public records, Delaware law requires us to disclose the records despite your requests to keep information private.

6. Click the **Submit** button.

☐ I'm not a robot
reCAPTCHA
Privacy - Terms

SUBMIT

7. Once registered, proceed to Slide 8 to **Associate to an Existing Facility**.

DELPROS User Registration

If the information you enter matches a user profile already registered in DELPROS, your DELPROS login information will appear and you will be required to enter your password. If you forgot your password, click the Forgot Password button.

User Registration

INSTRUCTIONS

READ ALL INSTRUCTIONS PRIOR TO ENTERING YOUR INFORMATION.

Enter the required information **as it appears on your license/application record (if applicable)** and click the Proceed button. Follow system prompts to complete your registration.

If you need to update the information provided, click the Edit button.

After updating the information, click the Proceed button.

NOTE: Effective 10/22/2020, the user registration process for DELPROS has changed and no longer requires a security code.

First Name: John
Middle Name:
Last Name: Doe
Suffix: -None-
Social Security Number: 999999999
☐ I don't have a Social Security Number
Date of Birth: 01/01/1990
Email: new.user@gmail.com
Phone: 3029999999
EDIT

A user record with the information provided above is already registered in the system. Below is your username. Enter your password and click Login to access your license(s).

Email (Username): new.user@gmail.com
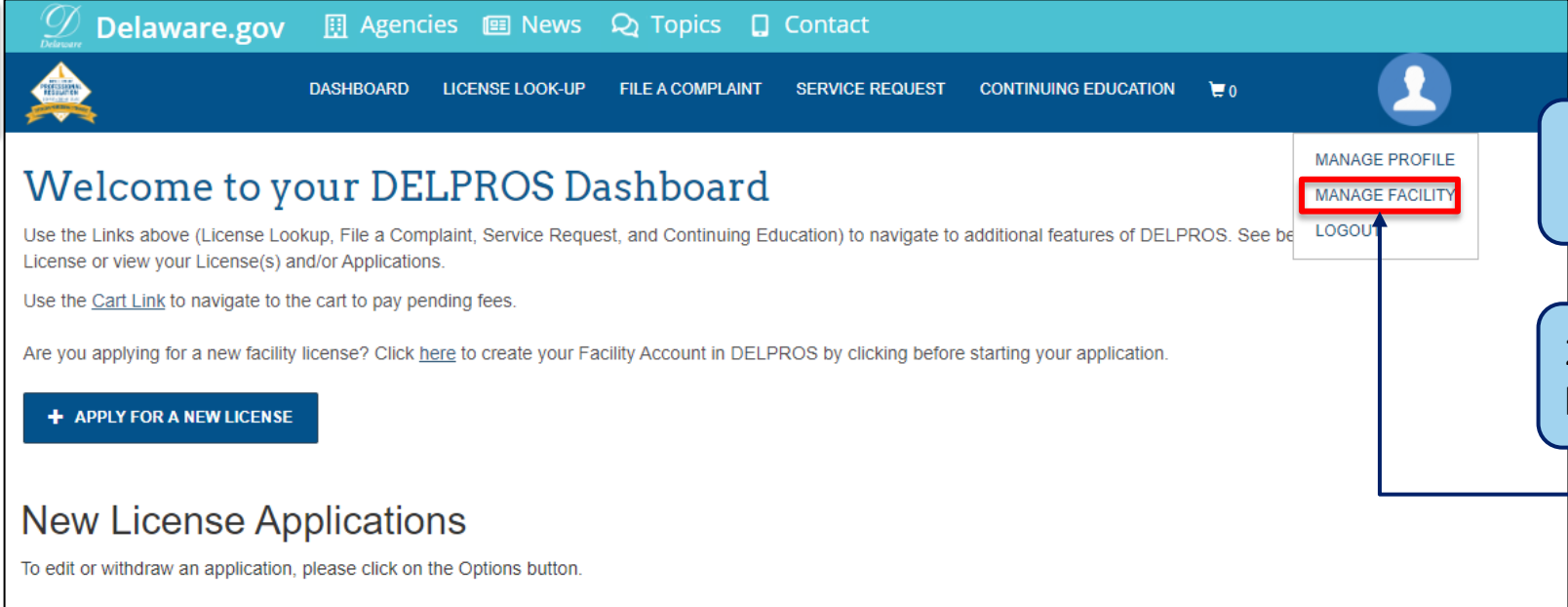Password: ••••••••••
LOGIN
Forgot Password?

1. **Enter** your Password to login.

2. If you do not remember your Password , Click **Forgot Password** to have it reset.

3. Once registered, proceed to Slide 8 to **Associate to an Existing Facility**.

Associating to an Existing Facility

Complete the following steps to add an existing facility.

DELPROS PORTAL

1. Navigate to the DELPROS Portal.

2. Click the **MANAGE FACILITY** link.

Associating to an Existing Facility

Complete the following steps to add an existing facility.

DELPROS PORTAL

Delaware.gov   🏛 Agencies   📰 News   💬 Topics   📱 Contact

DASHBOARD   LICENSE LOOK-UP   FILE A COMPLAINT   SERVICE REQUEST   CONTINUING EDUCATION   🛒 0

Manage Facility

To apply for a new Facility License click on the button below.

+ APPLY FOR A NEW LICENSE

Associate to an Existing Facility

You can add an existing Facility if the Facility is currently licensed. To do so, enter the Facility Security Code and Facility name exactly as it appears on the license and click 'Submit'. If you do not have a Security Code for the Facility, click 'Request Security Code.'

> 3. Click the carat (^) icon to expand the Associate to an Existing Facility section.

Add New Facility

To add a new Facility, complete the information fields. Select the type of ownership from the 'Registered As' dropdown menu. Each field noted with '*' is a required field. Once you have completed all of the information, click 'Submit' when completed.

The account alias will be used to identify specific Facility if you manage multiple Facility with the same name.

Note: If you manage more than one facility, you will need to repeat Steps 3 to 6 on Slides 10 to 11 to associate yourself to each facility you manage.

Associating to an Existing Facility
Complete the following steps to add an existing facility.

DELPROS PORTAL

4. Enter the Security Code associated with the Facility

5. Enter the Facility Name as it appears on the license.

6. Click the Submit button.

Associate to an Existing Facility

You can add an existing Facility if the Facility is currently licensed. To do so, enter the Facility Security Code and Facility name exactly as it appears on the license and click 'Submit'. If you do not have a Security Code for the Facility, click 'Request Security Code.'

Security Code
* 0079030

Facility Name
* Marvel Universe ×

SUBMIT   REQUEST SECURITY CODE

Note: If you do not have the Facility Security Code, you can click the REQUEST SECURITY CODE button*, enter the Facility email address that is on file with the Division of Professional Regulation or FEIN Number, and the Security Code will be emailed to you. If you receive an error stating that your information cannot be found, you will be advised to contact the Board office.

Associating to an Existing Facility – Requesting Security Code

Follow the below steps to request the Facility Security Code be emailed to you.

DELPROS PORTAL

Facility Security Code

In order to obtain the Security Code for a Facility, enter the email address or FEIN on file for the Facility and click 'Submit'. The Security Code will be sent to the email address on file for that business in DELPROS. If you are still having trouble registering the Facility please contact Customer Service by email at customerservice.dpr@delaware.gov or by phone at (302) 744-4500.

◉ Email ◯ FEIN

* Facility Email

SUBMIT

1. Click **Email** or **FEIN** then enter the facility email or FEIN number.

2. Click the **Submit** button.